



PATENT
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	Group Art Unit:
Carl Schoeneberger et al.)	Examiner:
Serial No.: 10/632,615)	<u>TRANSMITTAL LETTER</u>
Filed: July 31, 2003)	162 N. Wolfe Road
For: CONTACT CENTER)	Sunnyvale, CA 94086
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)	

Commissioner of Patents
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Sir:

Enclosed please find a Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 10/21/03

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicant

CERTIFICATE OF MAILING (37 CFR § 1.8(f))
I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date of this filing and sufficient postage as first class mail in an envelope addressed to the: Commissioner of Patents, P.O. Box 1450 Alexandria, VA 22313-1450

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This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 10-21-03

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Attorneys for Applicant

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FORM PTO-1449
(Modified)

OCT 23 2003

U.S. Department of Commerce
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Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(Use Several Sheets If Necessary)

(37 CFR § 1.98(b))

Applicant: Carl Schoeneberger et al.

Filing Date: July 31, 2003

Group Art Unit:

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	6,046,762	04/04/00	Sonesh et al.	348	16	03/01/97
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AU	"Declaration of Kevin McPartlan", 2 pages					
	AV	"Declaration of Carl Schoeneberger" 2 pages					
	AW	Dr. D. E. Brown, "The Interaction Center Platform™", Interactive Intelligence, April 6, 2001, pp. 1 of 31					
	AX	M. Taylor, "Integrated Versus Unified CTI - What's the Difference?", Interactive Intelligence, http://www.inin.com/news/presscoverage/presscoverage.asp?id=14 , August 2, 2001, pp. 1 of 9					
	AY	CosmoCom, "CosmoCall Universe™ Technology Overview", http://www.cosmocom.com/Productinfo/techover.htm , August 2, 2001, pp. 1 of 3					
	AZ	"Using SNMP to Manage Your Call Center More Efficiently", 2001 Aspect Communication Corporation, 12 pp.					
	BA						
	BB						
	BC						

Examiner:

Date Considered:

EXAMINER:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.